Department of Innovation and Technology

April 2016

Illinois "FIRST" Strategy

Illinois*FIRST*	Theme	Result
1. **One Team**	Illinois "FIRST" mindset	One state, one budget, one high performing IT team
2. **Service Delivery**	Cost effective, trusted and timely services delivered to customers	Improved service delivery, higher customer satisfaction
3. **Agency Innovation**	Collaborative shared innovation across the entire state	Agencies drive innovation
4. **Smarter Illinois**	Smarter Illinois Focus	Security, Mobility, Analytics, Cloud, ERP with roughly right, agile, Internet of Things execution
5. **Enterprise Platform**	Common enterprise platform for computing (back-office/factory)	Cost efficiency and reduced risk
6. **EPMO**	Enterprise Program Management Office	Consolidated return on investment (ROI) focused budget, agency driven priorities and improved accountability

The Illinois "FIRST" strategy is based on operating as a preferred one stop, one entity and one voice across the state for Information Technology. Focused on *"SMART Citizen"* enablement we must collectively improve services and experiences of all citizens, businesses, visitors and "everything" in, around and across the state.

Customer "FIRST"

Security "FIRST"

Collaboration "FIRST"

Service "FIRST"

Analytics "FIRST"

- Common Back office systems based on SAP

ERP | SAP

- Anytime, anywhere, anyone, anydevice

Mobile

- Easy to use, easy to access, mobile enabled

*.GOV

- Scale and Speed to enable

Cloud

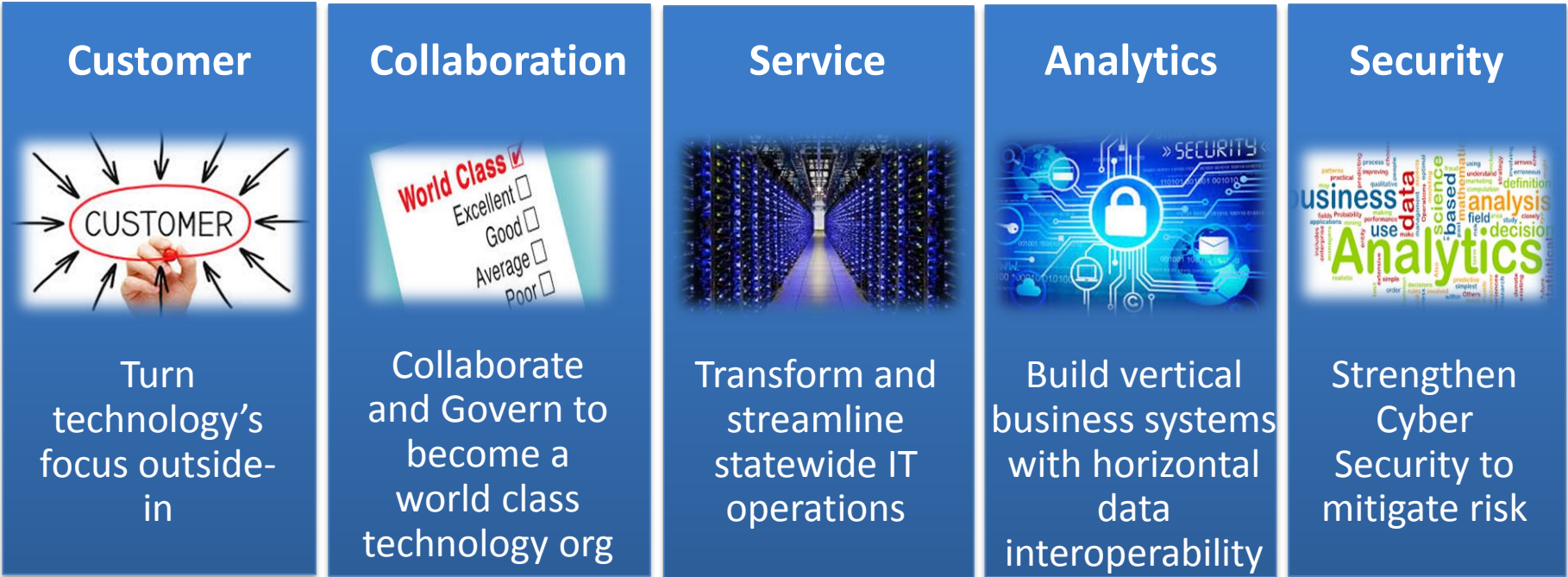- New solution speed – Way of living…way of delivering

Agile

- "Big-Data" visualization to predictive analytics

Analytics

Illinois *"FIRST"*   Executable Technology Strategy

Improve Experience

Manage for long-term value

Illinois FIRST

Integrate Strategically

Focus on enterprise performance

Provide agile, reliable systems

Customer	Collaboration	Service	Analytics	Security
Turn technology's focus outside-in	Collaborate and Govern to become a world class technology org	Transform and streamline statewide IT operations	Build vertical business systems with horizontal data interoperability	Strengthen Cyber Security to mitigate risk

Illinois "FIRST" IT Strategy

Turn technology's focus outside-in	Strengthen Cyber Security to mitigate risk	Transform and streamline statewide IT operations	Collaborate and Govern to become a world class technology shop (C+ to A)	Build vertical business systems with horizontal data interoperability
Customer"FIRST"	**Security"FIRST"**	**Service"FIRST"**	**Collaboration "FIRST"**	**Analytics"FIRST"**

Turn technology's focus outside-in — Customer"FIRST"

1. ERP implementation (ERPFIRST)
2. eProcurement solution
3. Complete applications rationalization and publish future state
4. MobileFIRST app pilots with EPA, DCFS, VA, Mobile Payments and *Illinois.gov
5. Collaboration tool upgrades including Office 365 Pilot, SharePoint expansion, video and web conferencing

Strengthen Cyber Security to mitigate risk — Security"FIRST"

1. Securing personal identifying information in state systems
2. Campaign to involve the Governor's Cabinet in cybersecurity oversight
3. Cybersecurity awareness training for all state employees
4. Implement advanced threat detection technology
5. Statewide adoption of the NIST Cybersecurity Framework

Transform and streamline statewide IT operations — Service"FIRST"

1. CloudFIRST strategy / implementation
2. Centrex to VoIP migration including ICN build-out and expansion
3. Establish enterprise architecture and publish future state
4. Expand data center virtualization and establish disaster recovery (DR) offering for state
5. Implement LEAN Service Delivery Management Improvements

Collaborate and Govern to become a world class technology shop — Collaboration "FIRST"
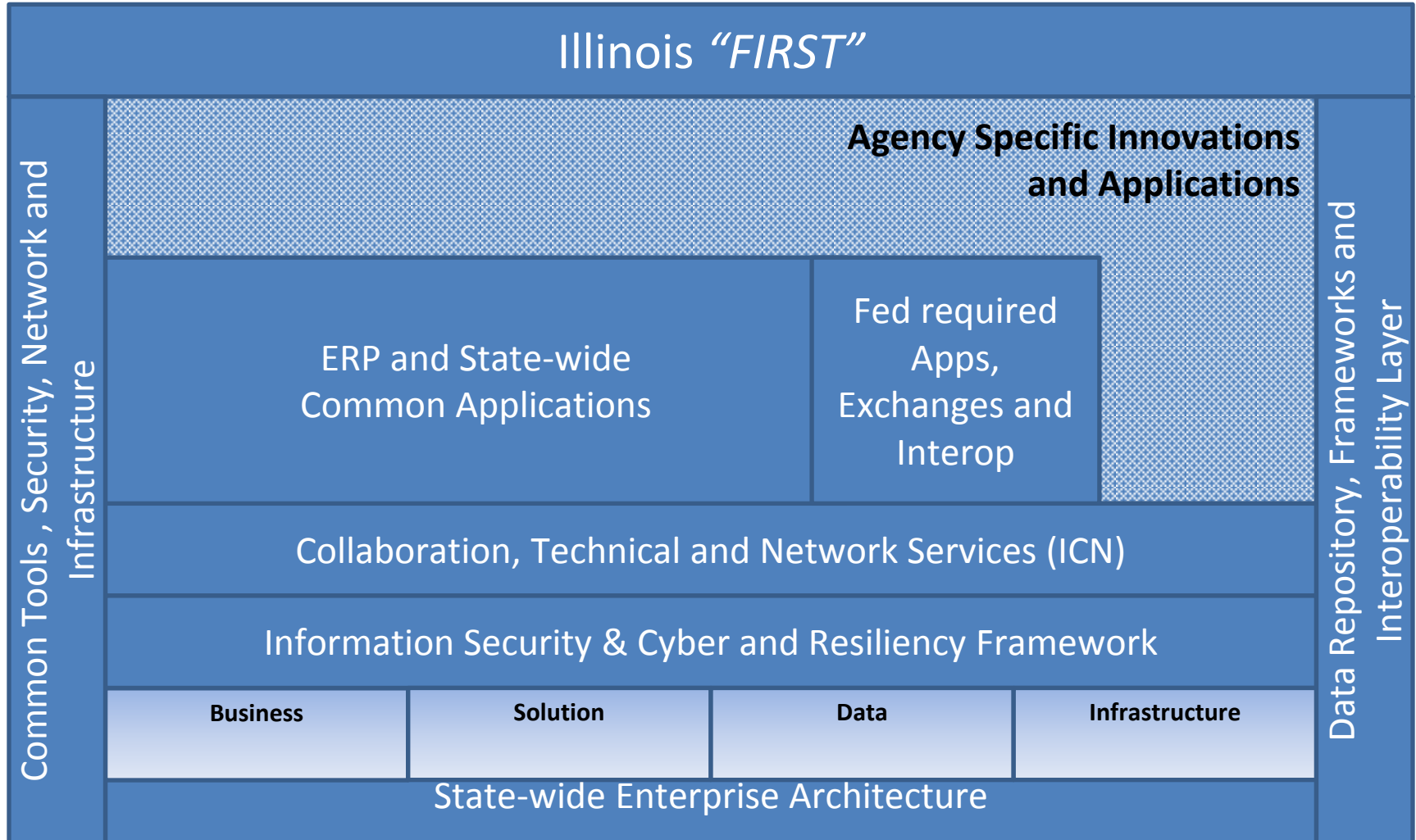
1. IT Transformation project including talent management strategy
2. CIO Council working groups - cross state collaboration
3. Establish high-functioning office of the CIO to lead IT across state
4. Implement enterprise program management and governance process
5. Vendor management - multi-step RFP award for IT solutions providers

Build vertical business systems with horizontal data interoperability — Analytics"FIRST"

1. Health and Human services transformation though data interoperability and analytics
2. Unify business tax service systems
3. Build statewide license management system
4. Build statewide case management system
5. Create statewide public safety and education data sharing framework

Illinois *"FIRST"*

Common Tools, Security, Network and Infrastructure

Agency Specific Innovations and Applications

ERP and State-wide Common Applications

Fed required Apps, Exchanges and Interop

Collaboration, Technical and Network Services (ICN)

Information Security & Cyber and Resiliency Framework

| Business | Solution | Data | Infrastructure |

State-wide Enterprise Architecture

Data Repository, Frameworks and Interoperability Layer

Cloud Services	Mobility	Workflow Automation
Analytics and Business Intelligence	GIS / GPS	Data Integrity
Cyber-security	Website Technology	Agile Methods and Tools
	Innovation	

To deliver best in class innovations and technologies to enable and empower citizens and business collaboration across the state

Q&A

Thank you for your time